



City of Doral ITN #2025-12 City Facilities Custodial Services Best and Final Offer (BAFO)

September 26, 2025
Proposal valid for 120 days



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Revised Cost Proposal (BAFO)

Any updates to pricing after negotiations or clarification (BAFO).
Assess for cost-effectiveness.

Sustainable Pricing

The City of Doral deserves a service partner capable of delivering consistent, quality results throughout the entire contract term. When evaluating proposals, we encourage careful consideration of whether proposed pricing reflects the true cost of sustainable service delivery.



Service Procurement Concerns

Unusually low bids often indicate insufficient consideration of actual operational costs, including competitive wages, adequate staffing levels, quality supervision, proper equipment, and comprehensive insurance coverage. Contractors who underprice to win contracts frequently struggle to maintain service standards, leading to high turnover, inadequate coverage, and eventual service degradation.



The Hidden Costs of Low-Bid Awards

While attractive initially, unsustainable pricing typically results in additional city staff time managing performance issues, emergency vendor changes mid-contract, and disruption to city operations. These hidden costs often exceed any initial savings, while creating operational headaches that could have been avoided through thoughtful vendor selection.



Our Commitment to Sustainable Pricing

Our pricing reflects competitive but realistic market rates for quality staff, proper supervision, adequate equipment, and comprehensive service delivery. This approach ensures consistent performance, reduces turnover-related disruptions, and provides the reliability that municipal operations require. We believe the City of Doral deserves a partner who can deliver promised services for the entire contract duration, not just the initial months.



Value-Based Decision Making

We are confident that while we may not be the lowest priced service provider, all things considered, Encompass offers the best overall value to the City of Doral.

Sustainable Pricing

Encompass is proud to offer sustainable pricing you can trust: no surprises, no service gaps, and no risk of under-performing low bids.

Pricing Considerations

We have carefully considered the factors below to ensure we can successfully operate at the fixed price proposed for a full three years.



Local Workforce



Industry Standard Productivity Rates



Competitive Pay & Benefits



Innovation for Efficiency



Minimum Wage Legislation



Fixed 3-Year Pricing

Consumables Audit

We propose a quarterly consumables audit with a true-up process that reconciles actual usage, covering shortages and crediting overages to ensure fair and accurate costs.

Encompass proposes converting to universal consumable products. Quarterly consumables audits ensure the City only pays for what is used, providing transparency, accountability, and budget protection.



Revised Proposed Pricing (BAFO)

Total Price: \$464,377.80 Annually

Justification for Price Reduction

- ✓ Adjusted for allowance of annual wage increases tied to minimum wage legislation
- ✓ Re-engineered staffing plan to reduce headcount
- ✓ Use of innovation to create labor efficiencies (e.g. autonomous equipment)
- ✓ Revised Project Work Schedule
 - Carpets: Eliminate monthly bonnet cleaning; spot clean as needed
 - VCT Floors: Annual scrub and recoat instead of strip & wax
 - Restrooms & Showers: Deep clean monthly
 - Aquatic Center: Daily cleaning using Power Caddy
 - Community Center: Machine scrub common area floors nightly

Value-Add Services:

- ✓ Complimentary Monthly Virtual "Sparkle Tour" of Doral Facilities
- ✓ Complimentary Building Rinse
Estimated Value Annual: \$30,000
- ✓ Complimentary Pressure Washing
Entrance and Walkways at Community Center
Estimated Value Annual: \$5,000
- ✓ Complimentary E1 CMMS
Estimated Value: \$125,000
- ✓ Daily Cleaning of Aquatic Center Restrooms
Using the E1 Power Caddy
Estimated Value: \$54,600

Total Value: \$214,600 Annually



**"BEST AND FINAL OFFER SUBMISSION" (BAFO)
ITN-2025-12- City Facilities Custodial Services**

PRICING SHEET

This form shall constitute the FINAL submission of the 'Best and Final Offer (BAFO) to the City of Doral to be reviewed, evaluated and ranked by the Evaluation Committee.

Proposers responding to this ITN BAFO may provide pricing for items "A" – City Locations or items "B" Doral Central Park and Doral Aquatic Center or for both "A" and "B" Proposer is to provide all lump pricing below for each location shall be inclusive of labor cost, chemical supplies, miscellaneous supplies, paper goods, and equipment to be used in the performance of custodial/janitorial services cited in this ITN.

Location:	Monthly Price	Annual Price
City Hall (A)	\$7,786.95	\$93,443.40
Cultural Arts Center (A)	Upon request - billed additionally	Upon request - billed additionally
Doral Police Department (PD) (A)	\$4,047.60	\$48,571.20
Police Department Training Center (A)	1,950.90	\$23,410.80
Public Works Warehouse (A)	\$1,305.30	\$15,663.60
Doral Central Park Community Center (B)	\$20,374.60	\$244,495.20
Doral Aquatic Center Cleaning Services Including Night Cleaning (B)	\$3,232.80	\$38,793.60

A. Total Annual Price for Custodial Services for City Locations:

\$ 181,089.00
Annual Price

One hundred eighty-one thousand, eighty-nine dollars

Please write out the dollar amount stated above

B. Total Annual Price for Custodial Services for Doral Central Park and Doral Aquatic Center

\$ 283,288.80
Annual Price

Two hundred eighty-three thousand, two hundred eighty-eight dollars and eighty cents.

Please write out the dollar amount stated above

Authorized Signature: Tina Diehl Date: 9/25/25

Written Name: Tina Diehl Title: Chief Operating Officer

Company Name: Encompass Onsite, LLC Phone: 561-542-5452 Email: tina.diehl@encompassonsite.com



Demonstrated Understanding of Scope

Clarity in understanding the city's needs and unique challenges
based on BAFO narrative

Understanding the Scope

Encompass has Experience with a Variety of Facility Types

Government Center



- ✓ Government Facilities
- ✓ Administrative Office Buildings
- ✓ High-end Finishes

Community Center



- ✓ Public-Facing and Event Spaces
- ✓ Recreation and Fitness Facilities
- ✓ Childcare Facilities

Aquatic Center



- ✓ Aquatic Complex with Olympic-size pool
- ✓ Heavy-use Shower Rooms

Police Department & Training Center



- ✓ High-security Facilities
- ✓ Access Control or Escorted Access
- ✓ Confidential and Sensitive Information

Summary of Scope of Work

Daily Operations	Routine cleaning to include cleaning and disinfecting of restrooms and showers, waste removal, floor care, spot cleaning as needed, etc.
Weekly Services	Dust/clean furniture, vacuum high traffic & upholstery, clean lockers, windowsills/blinds, partition glass, stall partitions, sweep stairwells, detail clean lounges
Monthly Tasks	Floor buffing, deep clean restrooms/locker rooms, interior windows, high dusting (vents, light fixtures), clean trash receptacles
Quarterly Services	Carpet and upholstery extraction, dust auditorium panels, polish door thresholds
Porter Service	Daily at Community Center; Seasonally at Water Park
Project Work	See Proposed Schedule Below

Proposed Project Work Schedule

Annually	 Strip and Wax VCT  Scrub and Recoat VCT  Polish Marble, Terrazzo and Polished Concrete
Semi-Annually or as needed	 Extraction of Upholstered Furniture
Quarterly	 Carpet Extraction
Monthly	 Buff VCT  Buff Marble, Terrazzo  Deep Cleaning of Restrooms & Showers (includes machine scrubbing floors)

Staffing Adjustments & Operational Efficiency

We carefully considered the City's feedback and adjusted our staffing plan to ensure all facilities receive the coverage and attention they require. As a highlight **performance based** contract, Encompass is fully accountable for delivering quality outcomes, regardless of proposed staffing hours.



Expanded Coverage

- Added nightly hours for Police Training Center
- Added nightly hours for Public Works Warehouse



Labor-Saving Innovations

- Encompass H3O: 5-second kill time enables spray-and-go for expedited productivity
- E1 Scrubber: Autonomously cleans Community Center floors saving labor hours
- Power Caddy: Efficient nightly restroom deep cleaning for better results in less time



Performance-Based Focus

Outcomes drive staffing, not strictly hours



Flexible & Scalable

Staffing adjusts as needed to meet scope



Quality Assurance

Regular inspections ensure the City's standards are met

Encompass will provide a complimentary monthly virtual Sparkle Tour of each facility, offering clear insight and full transparency into service quality.



Proposed Staffing Allocation & Coverage

Ensuring the right people, at the right sites, for reliable, service

Encompass has a full understanding of the scope and is confident that the following staffing plan will deliver high-quality service at all City of Doral facilities.

5x week	5x week	7x week	7x week
Government Center 3 custodians 3 hours nightly Public Works 1 custodian 2 hours nightly	Police Training Center 1 custodian 3 hours nightly Police Department 1 custodian 5 hours nightly	Community Center 2 porters 8 hours daily 3 custodians 3 hours nightly E1 robotic scrubber Aquatic Center 2 custodians 1 hour nightly + Seasonal porter	Supervision 1 full-time supervisor overseeing all sites + 1 lead on weekends Project Work working supervisor special services team

Summary of Staffing & Hours

	Original Proposal	Revised Proposal
Total Annual Hours	18,210.4	16,792
Total FTE	8.76	8.07

Gap Coverage Resources

- On-call Staff
- Cross-training of Staff
- Part-time Staff for City of Doral
- Supervisory & Management Staff
- Staff from Other Local Accounts
- Dispatched Services Team
- Vetted Service Partner Network

Benefits for the City of Doral

- Staggered scheduling provides continuous & efficient coverage (minimizes overtime)
- Flexibility and quick response enabled by part-time staff
- Minimizes service interruptions
- Rapidly scales to support events and emergencies

Flexible & Adaptable

Schedules can be adjusted to align with the City of Doral's evolving needs, whether ramping up, scaling down, or reallocating resources.

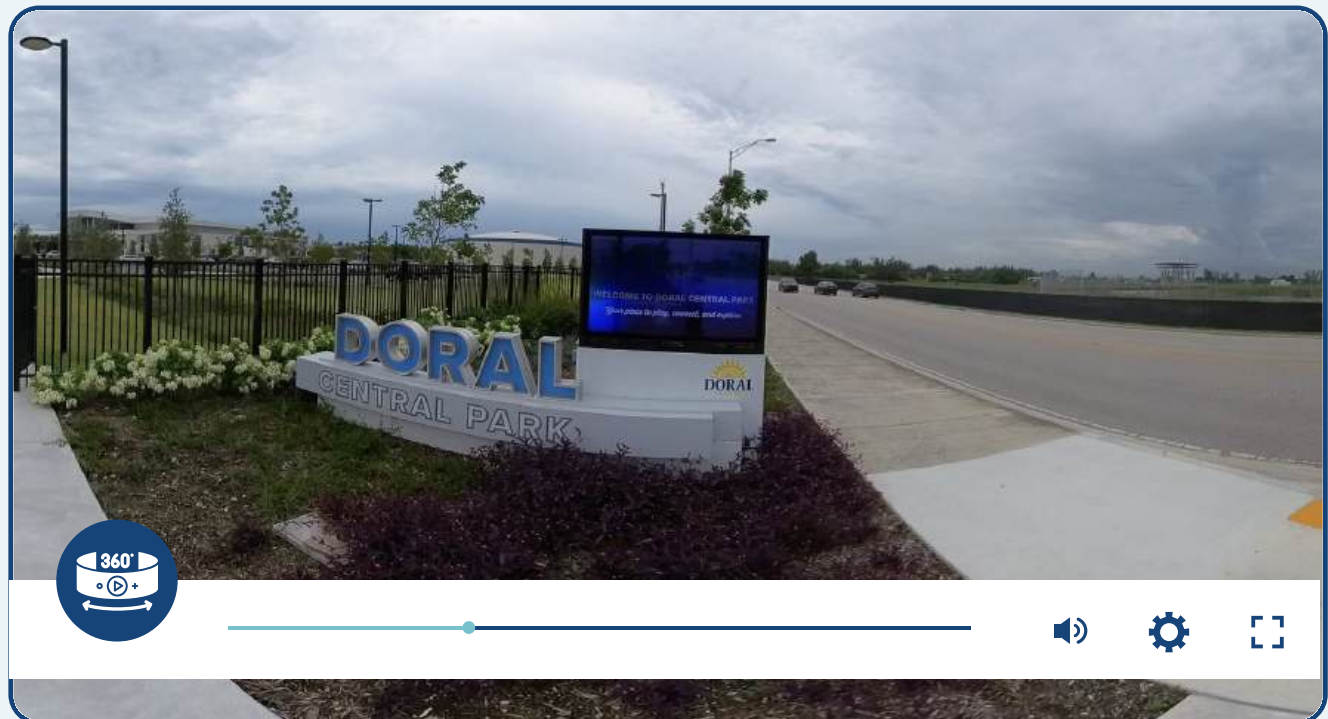
Labor-Saving Innovation

Encompass invests in tools and equipment that enhance workforce productivity and deliver superior results.

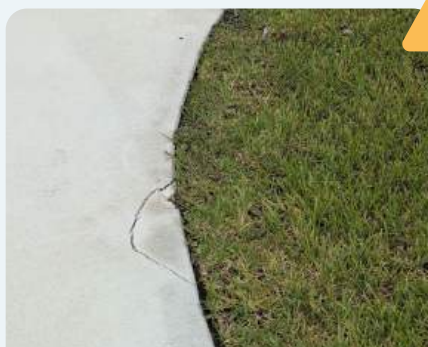
Sample "Sparkle Tour" for City of Doral

Encompass offers "Sparkle Tours" for our customers so you can remotely walk your sites using interactive 360° videos. Sparkle Tours virtual inspections not only deepen our understanding of the contracted scope but also help identify out-of-scope needs to ensure Doral facilities remain safe and "sparkling" at all times.

To demonstrate the value of this capability we visited the City of Doral Community Center so you could see the difference the unmatched visibility we offer can make.



Using the Sparkle Tour of your community center our team was able to proactively identify the following potential issues



Cracks in Walkways



Missing Lock to High-Risk Area



Landscaping Overgrowth

To view the full Doral Community Center 360° Sparkle Tour reach out to us and we can share the video link or schedule a demo.



Operational Readiness

Ability to start on time, supply chain readiness, and availability of trained staff

Implementation Team

Our cross-functional Transition Team brings together operators and key personnel from across our organization to ensure a smooth, efficient ramp-up. They coordinate staffing, training, and resources to meet the City's standards from day one, with clear communication and rapid problem-solving throughout the process.



Gregg McMullen
VP of Service Delivery



Gabriel Velasquez
Sr. Director of
Operations



David Blumenthal
Customer Success
Director



Luz Sanchez
Director of Operations



Tania Colon
Employment Manager



Stacy McConnell
Account Executive



Michael Castillo
Standards Development
Manager



Nadia Contreras
Finance

Encompass will provide a complimentary monthly virtual Sparkle Tour of each facility, offering clear insight and full transparency into service quality.

Supply Chain Readiness

Our comprehensive supply chain ensures timely delivery of all janitorial equipment, chemicals, and consumables needed. Procurement software is used to rapidly source items at competitive prices, enabling a seamless ramp-up of services for the City of Doral. With Encompass H30, there is no need for ordering, stocking, or managing inventory of chemicals and supplies, which further streamlines the process.

Implementation Process

Our Approach to Ensure a Seamless Service Transition

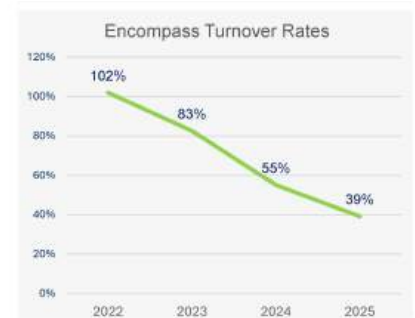
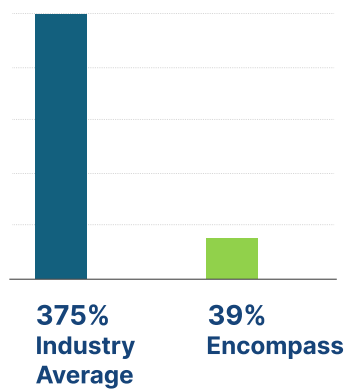
Timeline and Key Milestones



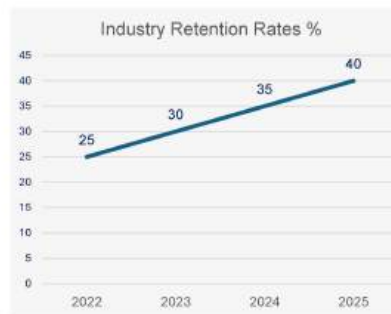
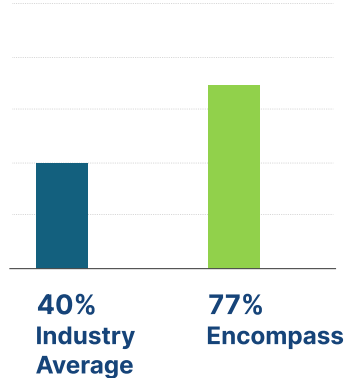
Workforce Stability

Encompass maintains significantly lower turnover and higher staff retention rates than the industry average, ensuring consistency, reliability, and stronger long-term performance for our customers

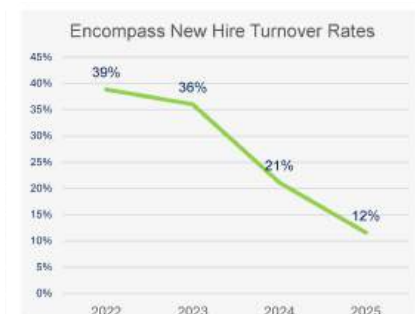
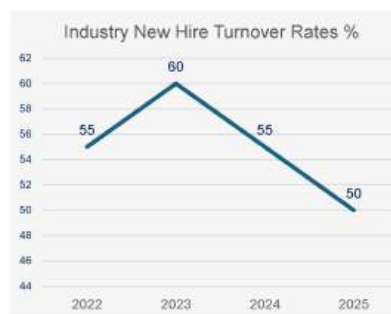
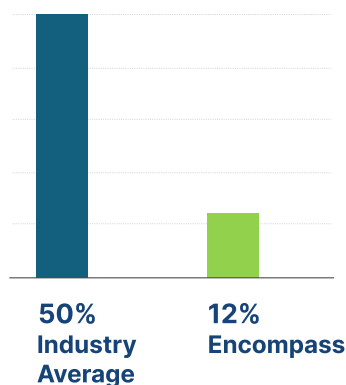
Turnover Rate



Retention Rate



New Hire Turnover Rate



Qualified & Trained Staff

Encompass attracts, develops, and retains high-quality staff from the Doral community, supported by a corporate culture that fosters engaged, motivated, and productive employees.

Encompass plans to hire locally to support the Doral community and all wages start at **above** minimum wage, with annual increases.

Encompass Benefits

We offer a robust benefits package and many other incentives to maximize retention of qualified staff.



Positive Corporate Culture



Competitive Pay



Paid Time Off



Bonuses & Recognition



Daily Pay



Referral Program



Retirement Plan



Employee Assistance Program



Medical Insurance



Life Insurance



Disability Insurance



Career Pathing



Staff Appreciation Events



Life Skills Training



Scholarships Available

Encompass uses E-Verify to confirm legal employment eligibility of each team member.



Learning Management System

Our cloud-based LMS delivers standardized training to ensure consistent service quality across all Encompass staff. Role-specific modules track completion and maintain certification records, while real-time reporting provides visibility into training compliance and performance.

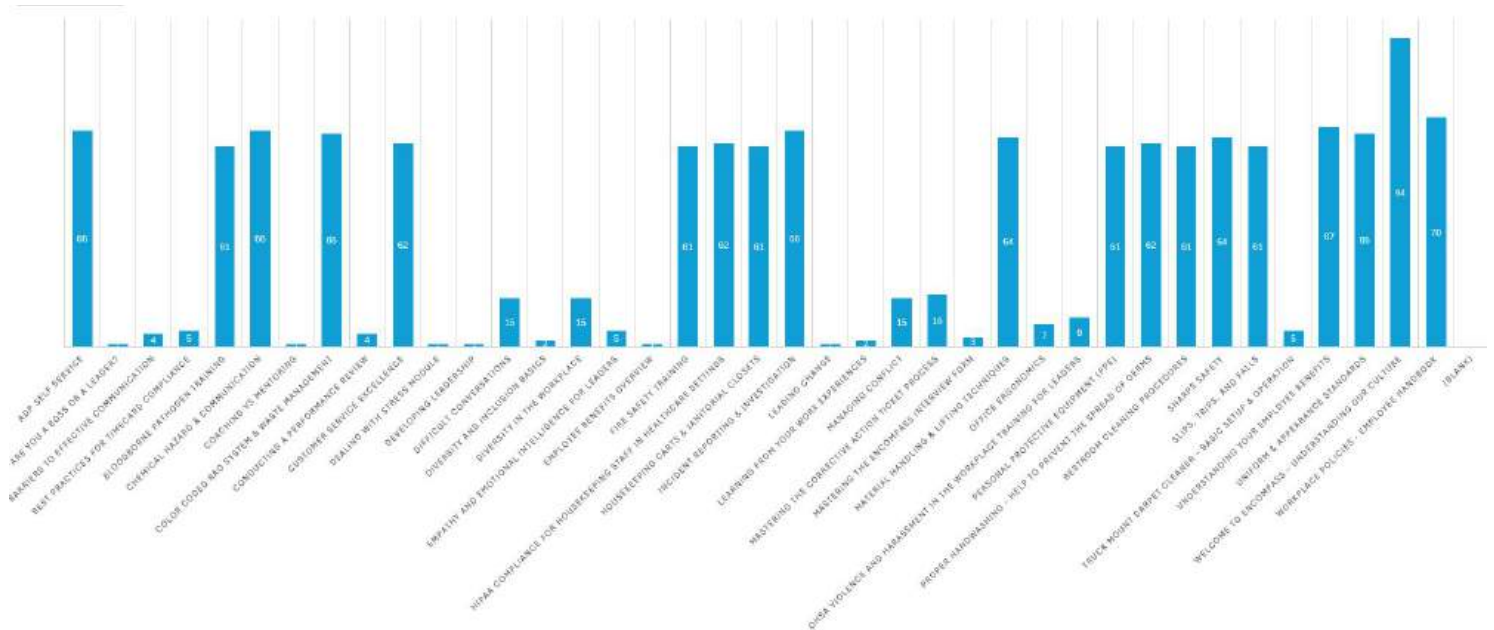
-  **LMS-driven training for consistency and quality**
-  **Full library of modules and hands-on instruction**
-  **Available in a variety of languages to ensure comprehension**
-  **Supervisors reinforce best practices on-site**
-  **Cross-training for versatile, multi-skilled staff capable of meeting the City's needs**

Training Program Highlights

-  **Customer Service Excellence**
-  **Chemical Handling and Safety Protocols**
-  **Equipment Safety Operation**
-  **Emergency Response Procedures**
-  **Green Building Maintenance Practices**

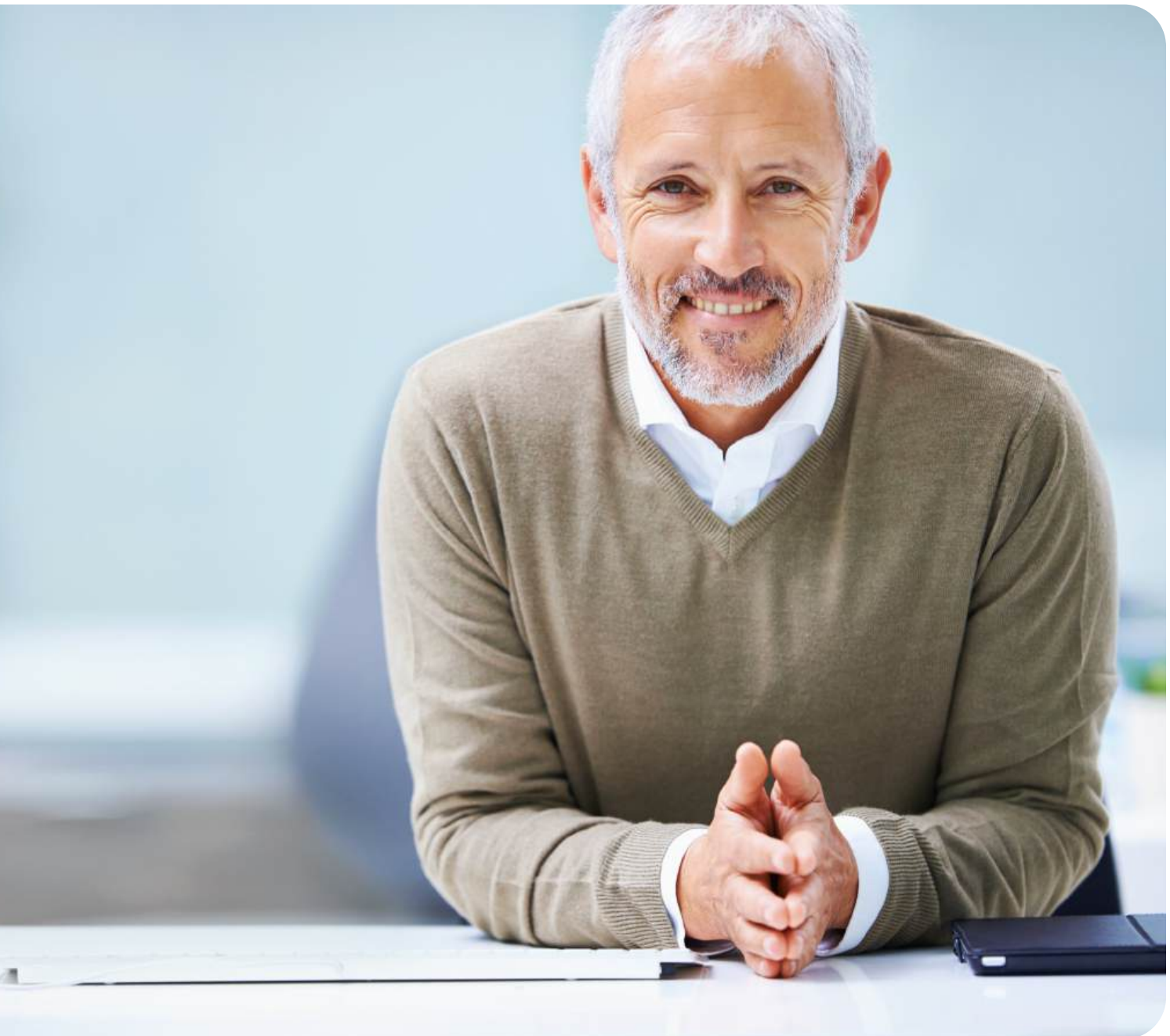
Qualified & Trained Staff

Learning Mangement System



Encompass hands-on training at customer sites





Value-Added Enhancements

Extra offerings, technology, reporting, or efficiencies not required but beneficial.

Value Added Services

-  **Monthly Virtual "Sparkle Tours"**
-  **Use of energy efficient equipment**
-  **Green and recycled supplies**
-  **Supply usage tracking**
-  **Event set up and move support**
-  **Light maintenance duties available**
-  **Lights off and energy efficient protocols**
-  **Flexible scheduling to minimize overtime**



Encompass Innovation



Replaces toxic chemicals with sustainable disinfecting solution



Autonomous scrubber allocated to the Community Center



Eco-friendly deep cleaning of Aquatic Center RR daily without harsh chemicals



Deployed post-emergency to assess conditions and identify hazards and risks



Complimentary pressure washing Community Center entrance with bot



Truck Mount Carpet Extractor

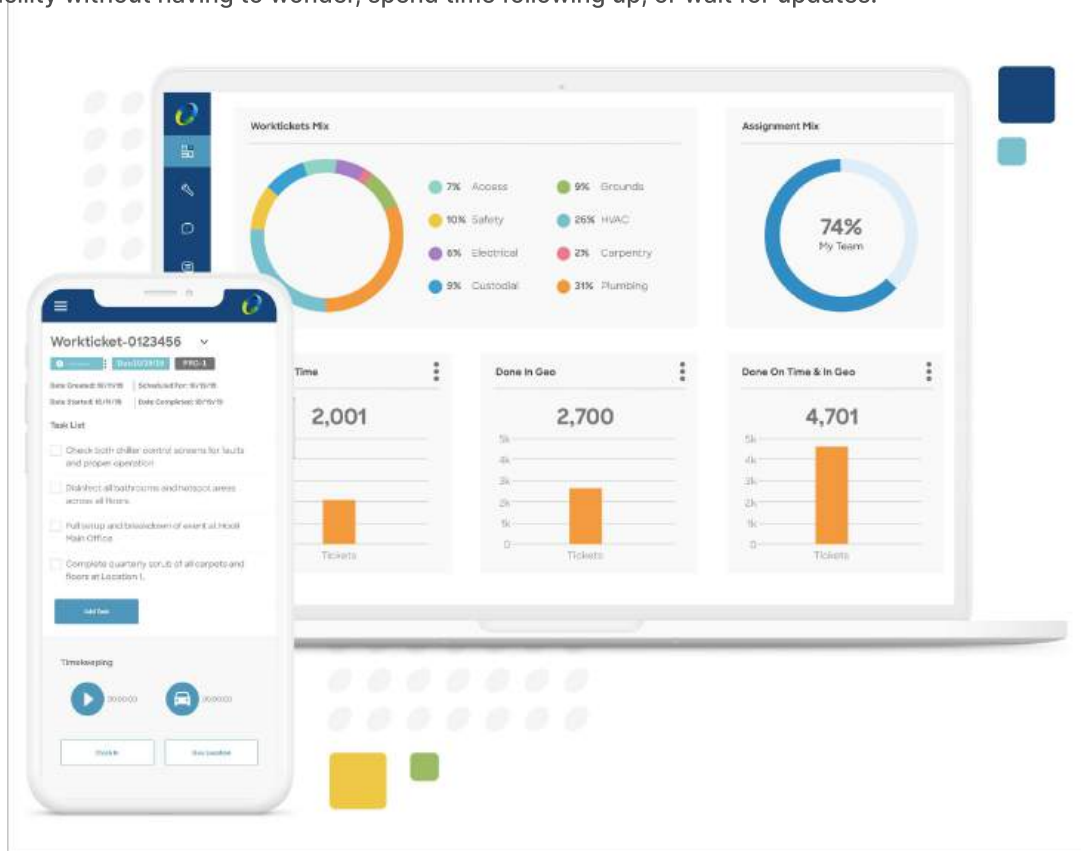
Superior power, deeper cleaning, and faster drying than portable units

■ Encompass One: Complimentary CMMS Mobile Friendly Technology

■ Available via desktop or mobile app for Android for Apple

■ Custom Integration with Your CMMS Available

Our proprietary software offers key stakeholders transparency into operations in real time. With the click of a button, you can view all work tickets assigned and completed so you have peace of mind knowing what's going on at your facility without having to wonder, spend time following up, or wait for updates.



Digital service validation



Real-time data updates



**Quality assurance
(automated escalation)**



Track service history

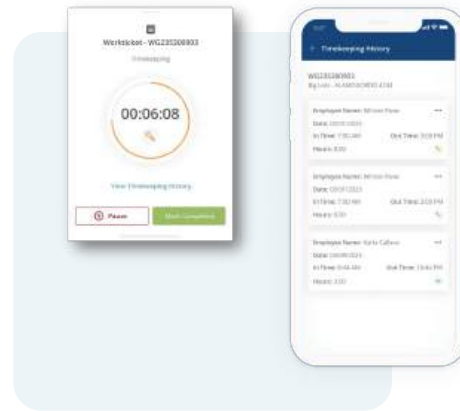


**Performance &
utilization metrics**



**Communicate via
Comments feature**

Timekeeping



Real-time automated time tracking captures when service is conducted, providing real-time visibility.

Before & After Photo Documentation

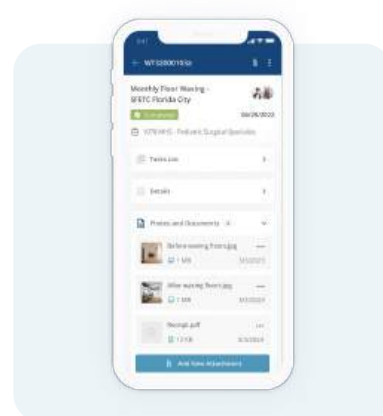


Photo documentation of the service provided lets you see first-hand the difference our team is making at your facility.

Industry Leading Quality Assurance Program

The Encompass QA program proactively identifies potential service deficiencies and automatically generates corrective action work-tickets to address these areas before they become problematic.



Proprietary Technology

Integrated to our team management tools and developed especially for our customer needs within each industry we serve



Multiple Sources

Captures feedback from various stakeholders to ensure more accurate assessment of each facility



Granular Data

Comprehensive reporting tools with multiple dimensions, trends, benchmarking, and predictive issue management



Actionable

Automated triggers and work ticket generation based on preconfigured conditions and preventative actions



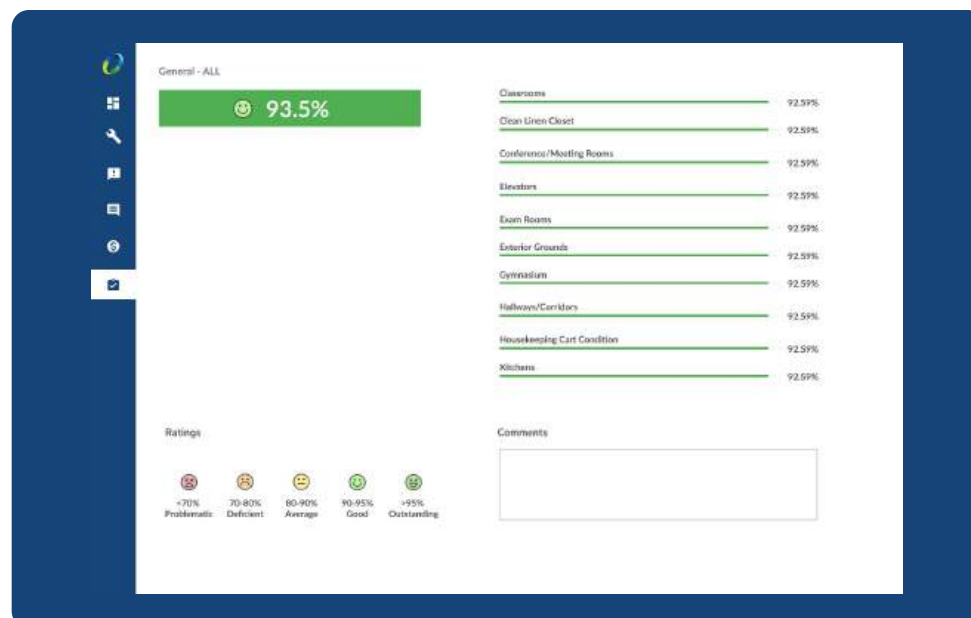
Proactive Communication

Real-time feedback from the field to our clients and management support, with escalation procedures for issue resolution



Responsive Training

Training modules are adapted to include any potential deficiencies in teams, in order to anticipate and reduce service gaps





Risk Mitigation / Contingency Plan

Quality of proposed solutions for staffing shortages,
emergencies, or complaints



Gap Coverage Resources for Staff Shortages and Emergency Response

Density & Proximity to the City of Doral

- Robust local resources enable quick response to all of the City's needs
- Ability to adapt to the City's evolving needs
- Emergency priority to the City of Doral

Emergency response time:

- Response within 1 hour
- Dedicated onsite equipment for rapid response
- Deployment within 4 hours



Following a hurricane or other emergency, Encompass can rapidly deploy aerial inspection drones to safely assess City of Doral facilities and property, providing the information needed to prioritize and allocate recovery resources efficiently.



Gap Coverage Resources:

Part-time Staff

Supervisors & Managers Available to Cover Shifts

Flex Team of Floaters

Staff from Other Local Accounts

Expansive Service Partner Network

Encompass Customer & Office Locations



 Encompass Customer Sites

 Corporate and Regional offices

 Corporate Headquarters

Escalation Process for Quick Response to Complaints

We gain granular information which provides insight into what areas may be at risk for deficiencies, so that we can proactively address these before they become problematic.

Routine Quality A Surveys/Inspections Performed

- ✓ Routine inspections conducted by multiple sources will enable us to catch any service deficiencies before they become problematic. Customers are also able to access the platform to conduct their own surveys.
- ✓ Integrated into our proprietary technology platform, Insights, the survey tool allows tasks in each area of a facility to be ranked as Excellent, Good, Fair, or Poor.

Automated Corrective Action

- ✓ Anything ranked Fair or Poor triggers an automatically created corrective action work ticket with deadline for resolving the deficiency. This is assigned to the Account Manager, who then collaborates with the team member(s) providing service to that area.
- ✓ Any item identified as below standard is followed up with service correction (immediate), additional training to responsible individual (short-term), and disciplinary actions based on repeat deficiencies (escalation mechanism).

Automated Escalation

- ✓ If the work ticket is not resolved within the specified timeframe, it is automatically escalated to our Director of Operations. This ensures a more-timely response to correct any service issues and our proactive approach has us ideally catching any areas at risk for service deficiencies before you do.

Subsequent Follow-up Actions

- ✓ QA reports are accessible immediately upon completion, allowing for us to manage and provide feedback from the field to our customers in real time. Cumulative reports are generated at monthly and quarterly intervals and provide the capability to see general trends, as well as to dig into very specific task and space level potential deficiencies.
- ✓ We utilize both site-specific and company-wide data to determine where our team may need additional training, resources, or process improvement and training modules are adapted to address potential deficiencies. Supervisory and management personnel can review performance goals and productivity together, in real time, on an ongoing basis.
- ✓ We offer full transparency into our operations and customers have access to the QA platform and can conduct their own inspections, provide feedback, make requests, and review standards of quality, staff reviews, and both active and completed work tickets, whether pre-planned or corrective in nature.

Risk Mitigation Reduces Liability

A Culture of Safety and Accountability

We are proud that our initiatives have paid off with an EMR (mod rate) of .86 which means our safety rating is higher than that of our industry peers.

Experience Modification Rate (EMR)

EMR measures a company's history of workplace injuries and claims relative to similar businesses. A lower EMR reflects fewer-than-expected claims and a strong safety culture.

Key Safety Metrics

-  EMR of 0.86, significantly below the industry average of 1.0
-  Safety performance is better than the industry average (which is 1.0)
-  Fewer workplace injuries and claims occur than most janitorial companies
-  No OSHA violations for several consecutive years

Benefits to the City of Doral



Reduced risk and liability

Fewer accidents mean less exposure for your organization.



Reliable, consistent service

Well-trained, safety-conscious employees are more productive and maintain higher quality standards.



Cost stability

Lower EMR contributes to lower insurance costs and fewer disruptions due to incidents.



Confidence in your partner

You can trust that Encompass prioritizes safety as much as performance, protecting both employees and your facilities.

Emergency Preparedness & Service Continuity

Although the timing and location of any disaster cannot be precisely predicted, Encompass is committed to taking a proactive approach to crisis management. Being headquartered in Florida, we are accustomed to preparing for hurricanes and other extreme weather conditions that may occur throughout our region.

Our expansive service territory throughout the United States, Puerto Rico and the Caribbean enables us to mobilize relief personnel from unaffected areas in the event of a disaster.

Business Continuity Plan Priorities



Mitigate Impact of Storm or other Threat



Protect Life and Property



Resume Vital Business Operations as Quickly as Possible

Our plan includes systems of prevention and recovery to deal with potential threats and focuses on our capability to continue to provide service following any incident that causes a disruption to your operations, as it is essential to minimize the loss of property, down time, and resulting disruption of day-to-day operations. We will also follow VITAS's emergency protocols.

 **Resources.** How to get the people and materials necessary to provide service delivery before, during, and after natural disasters. We plan to keep an adequate inventory of germicidal disinfectant and other supplies that would enable us to continue service even with the loss of power for several days.

 **Communication.** It is critical to communicate efficiently between operational level employees, middle management, and executive management to ensure a well-organized recovery effort. Keeping contact information current is crucial as we disseminate information about local resources available for those who need, such as water, meals and shelter.

 **Planning.** We receive daily notifications from National Weather Association with forecasted weather reports so our Emergency Response Team knows when to be prepared to assist, following first, second, and third step protocols in the event of a disaster or other emergency.

 **Collaboration.** It is crucial to work closely with your team to make provisions for records protection, alternative accommodations for clients in substitute care, supplies, and a recovery plan that will allow us to continue providing service in compliance with the contracted deliverables.

Why the City of Doral Should Select Encompass

Our company offers the City of Doral a proven, dependable partner for custodial services. With extensive experience serving municipal and public facilities, we understand the importance of maintaining clean, safe, and welcoming spaces for residents, staff, and visitors.

High Level of Engagement & Collaboration

Encompass is committed to being a collaborative partner to the City of Doral.

-  **We listened to the City's feedback and made staffing adjustments to strengthen service delivery**
-  **Demonstrated our responsiveness and flexibility.**
-  **Virtual monthly *Sparkle Tours* enhance transparency by providing clear visibility into custodial conditions.**

Prepared to Exceed the City of Doral's Expectations

-  **Understanding of Scope**
A strong staffing model with contingency plans guarantees uninterrupted service, even during absences or emergencies.
-  **Proven Quality**
Comprehensive training, routine inspections, and digital reporting ensure consistent, high-quality results.
-  **Sustainability**
Use of green products and efficient equipment supports the City's environmental goals.
-  **Community Focus**
We are invested locally, creating jobs and building long-term partnerships in South Florida.
-  **Reliability**
24/7 management support and proven procedures to ensure services never lapse.
-  **Added Value**
Technology-enabled reporting, sustainable practices, and a customer-focused approach that prioritizes transparency and continuous improvement.

Selecting Encompass means choosing a partner committed to delivering consistent, high-quality custodial services while providing added value, cost efficiency, and a long-term commitment to the City of Doral's facilities and community.



Thank you.
We look forward to
partnering with the
City of Doral.



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